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ARIZONA COMMISSION
for the deaf and the hard of hearing

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July 10, 2006

To: Ms. Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW, Room 3-C417
Washington, D.C. 20554

From: Carmen M. Green, Deputy Director *CWG*
Arizona Commission for the Deaf and the Hard of Hearing
1400 W. Washington, Room 126
Phoenix, AZ 85007

Re: CG Docket No. 03-123

Dear Ms. Pam Gregory:

Please find attached the logs for our FCC Telecommunications Relay Service Complaint Log filing for the State of Arizona mandated by your commission.

Reports for June 2005 – May 2006 are enclosed as well as the FCC Summary Log from Verizon.

If there are any questions or concerns, please feel free to contact me at 602-542-3362. My email address is carmen.green@acdhh.state.az.us

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The mission of the Arizona Commission for the Deaf and the Hard of Hearing is to ensure, in partnership with the public and private sectors, accessibility for the deaf and the hard of hearing to improve their quality of life.



**FCC Summary Log
for
Arizona Relay Service and AZRS STS
June 1, 2005 to May 31, 2006**

Number of Complaints received from June 1, 2005 to May 31, 2006

June '05	July '05	Aug '05	Sept '05	Oct '05	Nov '05	Dec '05	Jan '06	Feb '06	Mar '06	Apr '06	May '06
3	2	4	2	6	5	3	4	6	4	3	4

The total Number of Complaints for this reporting period was 46. Complaints are followed up and resolved in a timely manner.

**FCC CUSTOMER SERVICE SUMMARY LOG
ARIZONA RELAY SERVICE
June 2005**

Log #	Opened	Description of Issue	Description of Resolution	Closed
305036	6/1/05	Operator violated call confidentiality	Operator terminated	6/20/05
306310	6/11/05	Unable to reach AZRS dialing 711 from a cell phone	CSP referred caller to their cell phone provider to report the issue, and provided caller the AZRS 800 access number	6/11/05
306742	6/15/05	Operator spoke too fast to be clearly understood	Supervisor coached Operator	7/6/05

**FCC CUSTOMER SERVICE SUMMARY LOG
ARIZONA RELAY SERVICE
July 2005**

Log #	Opened	Description of Issue	Description of Resolution	Closed
310744	7/19/05	Operator did not follow caller's profile	Supervisor coached Operator	7/20/05
310195	7/14/05	Operator was inattentive	Supervisor coached Operator	7/14/05

**FCC CUSTOMER SERVICE SUMMARY LOG
ARIZONA RELAY SERVICE
August 2005**

Log #	Opened	Description of Issue	Description of Resolution	Closed
313441	8/9/05	Unable to reach AZRS via 711 from home	LEC configuration issue; CSP requested LEC name for follow-up, but caller did not provide that information	8/9/05
313476	8/9/05	Unable to reach AZRS via 711 or toll free numbers from work	Call management system configuration issue; caller was referred to office telecommunications personnel	8/9/05
314896	8/21/05	Operator could not connect to TERM	Unable to duplicate; possible temporary technical issue	8/25/05
315903	8/29/05	Unable to reach AZRS via 711 from office	Provided direct access number; referred caller to office telecommunications personnel to configure PBX	8/29/05

**FCC CUSTOMER SERVICE SUMMARY LOG
ARIZONA RELAY SERVICE
September 2005**

Log #	Opened	Description of Issue	Description of Resolution	Closed
318463	9/20/05	Operator typed too slowly during a conversation	Supervisor coached Operator on more effective use of recording tool	9/21/05
318721	9/22/05	Unable to connect to AZRS using 711 from office	CSP provided AZRS toll-free access number; advised caller to contact the phone administrator re 711 dialing	9/22/05

**FCC CUSTOMER SERVICE SUMMARY LOG
ARIZONA RELAY SERVICE
October 2005**

Log #	Opened	Description of Issue	Description of Resolution	Closed
319856	10/2/05	Operator did not leave a message on an answering machine	It was determined that there was a temporary technical issue which was resolved	10/12/05
320514	10/6/05	Reached a fast-busy tone when dialing AZRS	Unable to replicate, possibly temporary LEC issue that was resolved by the LEC	10/6/05
320624	10/7/05	Operator had poor typing speed and spelling skills	Supervisor coached Operator on the importance of being attentive when handling calls	10/18/05
320625	10/7/05	Operator typed too slowly; did not use professional judgement	Supervisor coached Operator on the importance of being attentive when handling calls	10/18/05
321666	10/16/05	AZRS ring, no answer	Temporarily high call volume	10/16/05
322643	10/24/05	AZRS ring, no answer	Temporarily high call volume	10/25/05

**FCC CUSTOMER SERVICE SUMMARY LOG
ARIZONA RELAY SERVICE
November 2005**

Log #	Opened	Description of Issue	Description of Resolution	Closed
323604	11/2/05	Unable to place long distance "bill to ANI" call	Caller's ANI is blocked for long distance calls; CSP explained alternate billing methods	11/2/05
325095	11/15/05	Operator did not keep caller informed of call status	Supervisor coached Operator on the importance of keeping callers informed of call status	11/30/05
326729	11/29/05	Operator could not understand VCO user	Supervisor coached Operator on the importance of requesting clarification	12/1/05
326741	11/29/05	Operator could not process a VCO call	Supervisor coached Operator on VCO call handling	12/10/05
326920	11/30/05	Unable to place International call	Supervisor coached Operator on procedure	12/29/05

**FCC CUSTOMER SERVICE SUMMARY LOG
ARIZONA RELAY SERVICE
December 2005**

Log #	Opened	Description of Issue	Description of Resolution	Closed
327892	12/7/05	Operator hung up during a relay call	Supervisor coached Operator on console functions	1/3/05
329251	12/17/05	AZRS ring, no answer	Unable to duplicate; caller was transferred to an available operator to place a call	12/17/05
330219	12/25/05	Calls from correctional institution are disconnecting	Caller referred to correctional institution telephone administrator	12/25/05

**FCC CUSTOMER SERVICE SUMMARY LOG
ARIZONA RELAY SERVICE
January 2006**

Log #	Opened	Description of Issue	Description of Resolution	Closed
332826	1/17/06	Operator hung up during a relay call	Unable to identify Operator as caller disconnected before CSP could solicit more information	1/17/05
333333	1/20/06	AZRS ring, no answer	Unable to duplicate; Operators available; caller will try again using another telephone line	1/20/06
333572	1/23/06	AZRS ring, no answer	Unable to duplicate; Operators available	1/23/06
334310	1/29/06	Operator did not speak clearly	Supervisor coached Operator	2/3/06

**FCC CUSTOMER SERVICE SUMMARY LOG
ARIZONA RELAY SERVICE
February 2006**

Log #	Opened	Description of Issue	Description of Resolution	Closed
334841	2/1/2006	Unable to place long distance calls using AZRS	Caller's ANI is restricted; referred to telephone administrator for resolution	2/1/2006
334952	2/2/2006	Caller's long distance carrier unavailable through AZRS	Referred caller to his state TRS where the carrier would be available; provided alternate billing methods	2/2/2006
335509	2/7/2006	Unable to place International call	Billing restriction; referred caller to his long distance carrier	2/7/2006
336451	2/15/2006	Operator would not provide ID during a relay call	Supervisor coached Operator to always provide ID on request; professionalism and courtesy were also covered	2/22/2006
337208	2/21/2006	Unable to place local relay call relay from a cell phone	Cell phone sends out-of-state ANI; calls show as long distance; referred caller to his cell phone provider	2/21/2006
337471	2/23/2006	Caller reported that his long distance carrier is not an available option	Unable to duplicate; carrier is available on C/S console	2/23/2006

**FCC CUSTOMER SERVICE SUMMARY LOG
ARIZONA RELAY SERVICE
March 2006**

Log #	Opened	Description of Issue	Description of Resolution	Closed
338613	3/5/06	Operator typed too slow	Supervisor coached Operator to provide call status so that it does not appear to text user that typing is slow	3/13/06
339705	3/14/06	Operator was inattentive; did not follow instructions	Supervisor coached Operator on the importance of following callers' instructions	3/20/06
340132	3/17/06	Operator typed too slow	Supervisor coached Operator to provide call status so that it does not appear to text user that typing is slow	4/18/06
341827	3/31/06	Operator would not place a VCO-to-TTY call	Supervisor reviewed process with Operator	4/18/06

**FCC CUSTOMER SERVICE SUMMARY LOG
ARIZONA RELAY SERVICE
April 2006**

Log #	Opened	Description of Issue	Description of Resolution	Closed
342875	4/10/06	Unable to place long distance call via AZRS	Default billing option red-lined; CSP provided other long distance billing options	4/12/06
343176	4/12/06	Unable to reach AZRS via 711 from home phone	CSP provided the toll-free AZRS access number and referred caller to the LEC to report the issue	4/12/06
344892	4/30/06	Operator kept interrupting for number to call; hung up	Supervisor coached Operator on the process for non-responsive callers	5/2/06

**FCC CUSTOMER SERVICE SUMMARY LOG
ARIZONA RELAY SERVICE
May 2006**

Log #	Opened	Description of Issue	Description of Resolution	Closed
346024	5/11/06	Operator did not follow instructions to stop typing	Supervisor coached Operator on the importance of following callers' instructions	5/15/06
346348	5/15/06	Operator typed too slowly	Supervisor monitored Operator; noticed no typing deficiencies, but coached Operator on pacing	5/15/06
347220	5/23/06	Operator did not follow instructions given at beginning of call	Supervisor coached Operator on the importance of following callers' instructions and on use of notepad	5/23/06
347888	5/31/06	RO hung up on caller		OPEN

DOCKET NO.

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